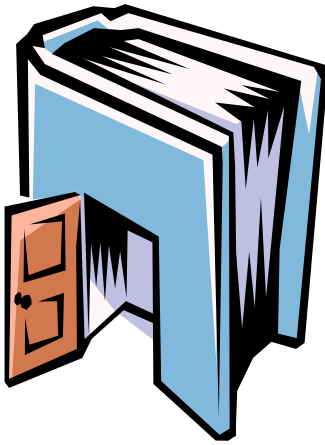


Unit 12

Recovery Issues



Portal Questions

This unit discusses the State's role in the Disaster Recovery Task Force, as well as long-term recovery issues.

If you believe you already know this information, answer the questions below and check your answers on the next page. If you answer correctly, you may proceed to the next unit. If you miss any questions, or if you answer correctly but want to increase your knowledge, read this unit before proceeding.

1. What is the purpose of the State Disaster Recovery Task Force?
2. List three long-term recovery issues related to Individual Assistance.

Portal Questions

Answer Key

1. What is the purpose of the State Disaster Recovery Task Force?
 - *To support the needs of disaster victims as well as business and community redevelopment in the aftermath of a disaster.*

2. List three long-term recovery issues related to Individual Assistance.
 - *The best way to meet housing needs*
 - *When to open temporary housing and when to shut down*
 - *Where to put temporary housing sites*
 - *The portion of temporary housing will be financed from Federal assistance*
 - *How to get people out of sheltering as soon as possible and back into more traditional housing*
 - *Availability of interim or permanent housing*
 - *When to close the shelters*

Objectives

At the completion of this unit, you will be able to:

1. Explain the State's role in the Disaster Recovery Task Force.
2. Identify long-term recovery issues.

Topics

State Disaster Recovery Task Force

Long-Term Recovery Issues

Learning Check

Supplemental Materials

State Disaster Recovery Task Force

After-Action Reports include suggestions for change that will enhance the disaster response capabilities of the agencies involved. The report is useful only if the suggestions are implemented. To do that, and to manage other aspects of both short-term and long-term recovery, States may develop a Recovery Task Force. This entity will have working representation from many State agencies involved in recovery.

The State Recovery Task Force is designed to support the needs of disaster victims as well as business and community redevelopment in the aftermath of a disaster.

This task force will have a plan as an annex to the State Emergency Operations Program (EOP).

A sample State Recovery Task Force plan is included for your review.

Compare this approach to your current State recovery procedures.

For more information on recovery issues, attend the FEMA resident training course E-210, *Recovery from Disaster*.

Long-Term Recovery Issues

Many potential issues can arise during disaster recovery efforts. Coping with these issues is a critical part of managing a disaster.

Public Assistance

Hazardous Materials

- What is the threat to food and water supplies?
- What is the threat to public health?
- What agencies are available to assist (Fire Department, Hazardous Material [HAZMAT], Emergency Medical Services [EMS])?
- What is the need for evacuation?
- What is the conformance with legislation (Clean Water Act, Environmental Protection Agency [EPA] regulations, National Environmental Policy Act of 1969 [NEPA])?

Consumer Issues

- What is the risk of consumer fraud?

Highways and Bridges

- What bridges is the State responsible for repairing?
- What highway repairs is the State responsible for? Which are eligible for Federal assistance?

Individual Assistance

Housing Issues

- What is the best way to meet housing needs?
- How can this be used as an opportunity for strategic planning for housing in the future?

Temporary Housing Issues

- When do you open temporary housing and when do you shut it down?
- Where do you put temporary housing sites?
- What portion of temporary housing will be financed from Federal assistance?

Shelter Issues

- How do you get people out of sheltering as soon as possible and back into more traditional housing?
- Will interim or permanent housing be unavailable for 30 days or more?
- When do you close the shelters (shelter residents may be previously homeless or low-income residents who cannot qualify for FEMA's traditional housing)?

Hazard Mitigation

Environmental and Historic Preservation Issues

FEMA's policy is to act carefully and ensure that its disaster response and recovery, mitigation, and preparedness responsibilities are carried out in accordance with all laws, including environmental and historic preservation policies. The State needs to ensure that it acts in compliance, because funding can be denied if it is not in compliance. When preparing hazard mitigation, ask whether the proposed mitigation plan will affect:

- Historic structures
- Historic districts
- Archeology
- Endangered species
- Wetlands
- Coastal zones
- Biologic resources
- Geology, soils, or erosion
- Water and air quality

Unit 12 Learning Check



1. The actions of the State Recovery Task Force are guided by what documents?
2. Threats to food and water, consumer fraud, and highway repair are all long-term planning issues related to what ESF?

Please see Appendix A, page A.18, to check your answers.

Supplemental Materials

DISASTER RECOVERY TASK FORCE PLAN

COMMONWEALTH OF VIRGINIA

VIRGINIA DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

**VIRGINIA DEPARTMENT OF EMERGENCY SERVICES
IMPLEMENTATION OF DISASTER RECOVERY TASK FORCE PLAN**

BACKGROUND

The Disaster Recovery Plan is an effort to bring structure and organization to the business of recovery from a natural disaster in the Commonwealth. The Virginia Department of Emergency Services (DES) began this process after witnessing and analyzing the recovery efforts from hurricanes Andrew and Hugo. At the time Hurricane Fran hit the Commonwealth, the plan was still in draft form. This storm will give us the opportunity to put the draft plan into action, see what works, and make modifications to those areas that do not work well.

In the draft plan the Virginia Department of Housing and Community Development (DHCD) is charged with taking a role both in managing the recovery process and also participating through our programs in the recovery effort. DHCD has always been actively involved in using our resources for disaster recovery efforts. However, the role of managing the overall recovery process is a new one for the agency. We are not aware of any other states which have attempted to put together this type of post-disaster recovery structure, so our efforts will truly be charting new territory. We will be working closely with DES to ensure that the recovery process is as smooth and efficient as possible.

It is also important that we make clear to those affected by the hurricane the mission of the State Disaster Recovery Task Force. We view the mission of the task force as being able to ensure that no one falls through the cracks in the recovery process. We want to ensure that unmet needs reported to the local and State task force groups are addressed. As we have learned from previous disaster situations, there will be requests for assistance that we will not, for one reason or another, be able to fulfill. We will attempt to satisfy the individuals and businesses who request our help, but we want to make sure that we do not create the false expectation that all requests for assistance will be satisfied. We will be flexible enough in the review of unmet needs to assist victims that would otherwise not receive assistance.

While we are presently focused on the recovery effort from Hurricane Fran, many procedures and concepts that we will be using are applicable to other types and levels of natural disasters. Recovery from disaster situations that are geographically smaller with fewer victims will benefit from the same type of local organization and structure that we are stressing in this situation. Our efforts to recover from Hurricane Fran will assist the State Disaster Recovery Task Force in being ready for future large-scale disasters, and begin to put into place a local recovery task force structure to deal with the aftermath of both large- and small-scale natural disasters.

ORGANIZATION AND STRUCTURE

With DES's input we have begun to put together a structure to address the various types of assistance we anticipate will be requested. To assist in this effort we have brought in, on a temporary basis, a Disaster Recovery Manager and an Assistant Disaster Recovery Manager to oversee the day-to-day recovery operations. They will be working through a regional structure to better facilitate communication with the affected localities and to help ensure that those who have requested assistance are identified and their situations reviewed.

In setting up this structure and our relief efforts, we want to make sure that we work within the frame work already established to address federally declared disasters. To that end we are working closely with the Federal Emergency Management Agency (FEMA) to ensure that its programs to assist victims move forward, and that we do not impede its process. We view the FEMA and initial DES activity as the Phase One response to the disaster. The Phase Two response is the active participation in the recovery effort by the State and local Disaster Recovery Task Force groups. There will certainly be overlap of the two phases, and we will be working with FEMA and DES to ensure that both of our programs work together to help meet the needs of the disaster victims.

The Phase One disaster response is enabling the FEMA and DES process to address the immediate need of victims of the hurricane. It is critical that anyone who has sustained a loss related to Hurricane Fran tele-register with FEMA as soon as possible. The assistance FEMA can provide will help to meet many hurricane victims' needs. In the federally declared disaster areas, the Disaster Recovery Task Force will be working only with those individuals and businesses that have tele-registered with FEMA. So, we strongly encourage anyone who has damage related to Hurricane Fran to tele-register as soon as possible. In the non-federally declared disaster areas we will be working on a case-by-case basis with individuals and businesses to address hurricane-related needs.

We are attempting, with this structure, to ensure that any disaster-related needs that still exist after going through the FEMA process are addressed. As guidance we will be providing to local recovery groups a list of the categories of assistance used by other disaster relief programs. A list of some of the applicable categories is attached. However, we will be flexible enough to review all cases and make assistance available in those situations where it is appropriate.

LOCAL RESPONSIBILITIES

We will be relying heavily on locally organized and administered disaster recovery groups to initially process and screen requests for need brought to their attention. We hope that many requests for assistance can be met by the local recovery groups. The local groups should include those individuals in the community who might best be able to address the needs presented to them or refer the individual to a source to help find a solution. We would encourage the groups to include representatives of:

- Local government
- Banks
- Churches
- Businesses
- Non-profit groups
- Local Red Cross

and other local groups that can screen and address the needs in a locality. The size of the group should be manageable so that a consensus on the issues that the group will address can be reached easily. The ideal size would probably be 10 to 12 people. If a locale determines that a larger group is needed, a solution might be to involve subcommittees that could be used to address certain aspects of the recovery. As previously stated, we would like the local disaster recovery groups to initially review and attempt to solve, with local resources, the requests for assistance brought to them. If a need cannot be met with local resources, and the local group determines that it should be met, the situation could then be referred for action to the Regional Disaster Recovery Task Force. The regional task force group is structured so that if a private sector organization or State agency can assist an individual, we can put that agency or group in contact with that individual, family, or business. If assistance from the regional task force is not available, the situation will be referred to the State Disaster Recovery Task Force Coordinator to review and to determine if other resource should be used.

It is important that the local disaster recovery groups take certain steps in processing requests from disaster victims that have unmet needs. First, it is important to ensure that the person has tele-registered with FEMA and to obtain their FEMA control number. Next, determine what assistance, if any, the person has received or will be receiving from FEMA. This will be accomplished by using the FEMA control number and a waiver signed by the client enabling the recovery task force access to information the victim has provided to FEMA. Once it is determined what assistance FEMA and SBA are going to provide, the unmet needs may be addressed by the local recovery task force. Because of restrictions under the privacy act, without the FEMA control number and the signed waiver it will be impossible to receive information about the assistance the person has applied for from FEMA. The ability to receive individual case information from FEMA and SBA is very important to ensure that resources to meet unmet needs are efficiently and properly used. It will also quicken our response to victims by not having to reconstruct basic information that the person has already filed with FEMA and SBA.

COMMUNICATION

It will be important for both disaster victims and the local recovery organizations that disaster victims with unmet needs understand the purpose of the state and local Disaster Recovery Task Force groups. To inform disaster victims about the local task force, we suggest that information be distributed possibly as public service announcements through local media outlets. The information should contain the purpose of the local and State task force, the information the task force will request, the process it will follow to determine what needs the local group can meet, and telephone numbers to contact the local group. This information will help ensure that victims with unmet need will be aware of the options they have to receive further assistance.

It is important that we keep the lines of communication open between the State Disaster Recovery Task Force and the local disaster recovery groups. Time-sensitive communication can be done with phone calls and faxes. We will also use a regular newsletter to communicate information, success stories, and case studies to the local recovery groups. We welcome and encourage input and ideas for the newsletter from the individual local recovery groups that may be of assistance to all the recovery groups.